

Muskoka Algonquin Healthcare participates in the Ontario Hospital Association's (OHA) **Patient Satisfaction Survey** process for acute inpatient and Emergency Department care. Participation in the program allows us to measure patient satisfaction for quality improvement.

The measurement of standardized patient satisfaction for acute and emergency care is conducted by the OHA's surveying partner National Research Corporation (NRC) using the Picker Institute survey instrument. The surveying program enables our hospital to compare our patient satisfaction results to facilities within our peer group across Ontario.

Surveying occurs on a monthly basis, whereby 25 inpatients at each site (randomly selected) receive surveys about their acute care and 100 Emergency Department outpatients at each site (randomly selected) receive surveys about their Emergency care.

Survey Instrument

The survey is designed to measure what matters most to patients and provide data that can be used for targeted improvement by front-line staff.

The survey provides information of:

- What do our patients want?
- What do our patients value?
- What helps or hinders their ability to manage their health problems?
- What aspects of care are most important to them and their families?

The Patient Satisfaction Survey results for Q4 (January 1 to March 31, 2019) are in!

Emergency Care

Overall rating of care in the Emergency Department is 60.1%, which exceeds the Ontario Community Hospital Average score (48.2%) by a significant amount.

MAHC has exceeded the Ontario Community Hospital Average score on all four (4) of the dimensions of care and was significantly so on three (3) dimensions of care.

	MAHC	Benchmarks
Correlating Question	FY Q4, 2018-19	Ontario Community Hospital Average
How would you rate the ER care?	60.1% n-size: 173	48.2% n-size: 22,395
Would you recommend this hospital to family and friends?	68.6% n-size: 175	55.2% n-size: 22,406

Dimensions of Care	FY Q4, 2018-19	Ontario Community Hospital Average
How Well Emergency Room Doctors & Nurses Communicate with Patients	73.9% n-size: 175	67.9% n-size: 22,639
Communication with Patients Prior to Their Release	88.8% n-size: 174	83.1% n-size: 22,558
Getting Timely Care	78.8% n-size: 177	70.9% n-size: 22,765
Communication with Patients about Their Medicines	77.0% n-size: 55	69.0% n-size: 6,495

Legend		
Significantly above the primary benchmark	Met or exceeded primary benchmark	Below the primary benchmark

Acute Care

Overall Rating of the inpatient acute care is 61.4% which is above the Ontario Community Hospital Average score (58.2%).

Two (2) metrics have the symbol μ which indicates low n-size and therefore results may not be statistically reliable. MAHC has exceeded the Ontario Community Hospital Average score on 16 of the 26 dimensions of care and was significantly so on one (1).

	MAHC	Benchmarks
	FY Q4, 2018-19	Ontario IP Community Hosp Average
How would you rate this hospital?	61.4% n-size: 57	58.2% n-size: 20,296
Would you recommend this hospital to family and friends?	82.5% n-size: 57	65.9% n-size: 20,346

Dimensions of Care	FY Q4, 2018-19	Ontario Community Hospital Average
Respect and Dignity	72.8% n-size: 57	70.4% n-size: 20,618
Coordination of Care	65.1% n-size: 56	63.1% n-size: 20,202
Responsiveness	55.1% n-size: 41	60.1% n-size: 14,851
Information Sharing	49.9% n-size: 51	48.2% n-size: 16,737
Physical Environment	46.4% n-size: 55	51.1% n-size: 20,509
Discharge Transition Planning and Management	63.1% n-size: 54	64.0% n-size: 19,916
Access to Care	77.8% n-size: 45	69.5% n-size: 12,288
Admission into the Hospital Organized (Direct Admission)	77.8% μ n-size: 9	81.4% n-size: 6,794
Cleanliness	68.5% n-size: 54	63.9% n-size: 20,160
Communication with Doctors	72.5% n-size: 57	75.8% n-size: 20,485
Communication with Nurses	76.8% n-size: 56	70.8% n-size: 20,618
Discharge Planning	62.2% n-size: 45	71.2% n-size: 17,902
Emotional Support	62.5% n-size: 40	57.6% n-size: 14,216
Enough Information Given about Admission Process - Prior to Arrival	44.4% μ n-size: 9	67.1% n-size: 6,835
Explanation about Medications	66.7% n-size: 30	51.7% n-size: 12,278
Hospital Stay Helpful	71.4% n-size: 56	70.7% n-size: 20,268
Information Shared with Patients in the ED	39.4% n-size: 47	35.4% n-size: 12,440
Internal Coordination	63.5% n-size: 57	61.9% n-size: 20,432
Involvement in Decision-making	66.4% n-size: 58	63.8% n-size: 20,417
Overall Hospital Experience	69.6% n-size: 56	65.6% n-size: 19,864
Pain Controlled	63.2% n-size: 34	65.7% n-size: 13,013
Post-Discharge Management	63.5% n-size: 57	60.4% n-size: 20,205
Quietness	25.5% n-size: 55	38.3% n-size: 20,207
Received Information about Condition and Treatment	55.2% n-size: 58	59.8% n-size: 20,350
Staff Responsiveness	51.0% n-size: 48	54.3% n-size: 16,677
Transfer from ED to Hospital Bed Organized (admission through ED)	74.5% n-size: 47	61.4% n-size: 12,112

Legend		
Significantly above the primary benchmark	Met or exceeded primary benchmark	Below the primary benchmark